

JOB DESCRIPTION

JOB TITLE	Divisional Manager, Facilities
DIVISION	Facilities
REPORTING TO:	Deputy Chief Executive Officer
PAY GRADE	Executive Management

Summary:

The Divisional Manager, Facilities (DMF) has the overall responsibility for the preparation, development and execution of a *'best in class'* facility management programme for all of the properties under the management control of UDeCOTT.

The DMF is required to develop strategies and plans for the effective predictive and preventative maintenance of all mechanical, electrical, plumbing (MEP) services, life safety systems, building envelope, cladding, glazing, janitorial, external works, landscaping and security systems for the UDeCOTT properties.

The DMF is expected to keep current and up to date - *all equipment inventories and facility condition assessments for UDeCOTT's properties* - in order to prepare annual budgets and estimates for operations and maintenance and capital improvement expenditure.

The DMF is tasked with ensuring that the Facilities Division is able to contribute to the bottom line of the Corporation.

The critical outcome from the job of the DMF is the cost effective, safe, productive and efficient use of the physical space provided to the UDeCOTT's internal and external stakeholders inclusive of its employees and tenants.

Education, Knowledge and Experience

- ❖ Bachelor's Degree in Engineering (Civil, Electrical or Mechanical) from an accredited academic institution
- ❖ Master's Degree in Facilities Management, Engineering (Civil, Electrical or Mechanical) or Project/Construction Management or related field from an accredited academic institution will be an asset
- ❖ At least ten (10) years of work experience on major construction and building maintenance projects at a senior managerial level
- ❖ Knowledge of building, mechanical and electrical codes and ability to understand and interpret structural, architectural, mechanical and electrical drawings.
- ❖ Extensive experience in the preparation of RFPs, Tender documents and Contracts

- ❖ Certification in Project Management and working knowledge of Microsoft Project and/or Primavera
- ❖ Certification in the IFMA, Facilities Management Professional (FMP)
- ❖ Proven working knowledge of MS Office
- ❖ Other Certification/Accreditation from a recognized body (LEED, IFMA, BIFM etc.) will be a definite asset

OR

Any equivalent combination of qualifications, training and working experience

Key Duties and Responsibilities

Development of Human Capital

- Liaises with the HR department as necessary and ensures that all approved HR policies and procedures are implemented throughout the Division.
- Ensures the on-going evaluation of employees and implements the appropriate training and development plans where necessary.
- Manages the Human Capital of the Division to ensure a level of job satisfaction in keeping with corporate objectives.

Management of Division

- Develops strategies and plans for the effective predictive and preventative maintenance of all mechanical, electrical, plumbing (MEP) services, life safety systems, building envelope, cladding, glazing, janitorial, external works, landscaping and security systems
- Ensures that the facilities comply with all statutory requirements, regulatory and code provisions including but not limited to the Occupational Safety and Health Act (OSH Act)
- Implements plans to optimize the life cycle cost of the UDeCOTT properties including energy efficient modalities
- Implements and maintains a comprehensive system of data collection and record keeping for all facilities management activities
- Implements and manages suitable technology solutions for the effective management, monitoring and control of all facility management operations including but not limited to WebTMA/CMMS software
- Preparation of procurement documents including but not limited to, tender documents for facility management service providers, contractors, consultants and suppliers to bid for the provision of facility management services
- Assists in the preparation of service level agreements and facility management contracts to service providers, contractors, consultants and suppliers
- Preparation of annual operations and maintenance budgets for the UDeCOTT properties including cash flow projections and capital costs for replacement and upgrade works
- Prepares and maintains accurate records for the equipment inventory for the UDeCOTT properties including but not limited to, name plate data, date and cost at purchase, warranties, replacement cost and schedules for replacement
- Prepares and maintains current and up to date facility condition assessments
- Supervises the day to day activities of all UDeCOTT staff in the Facilities Management Division to ensure smooth and efficient operations

- Manages the activities of the facility management service providers, contractors, consultants and suppliers to ensure compliance with their contractual obligations and facilities management 'best practices'
- Develops an appropriate fee structure based on service to be rendered to clients
- Develops business proposals for facility management services to be rendered inclusive of recommended fees for service
- Manages all capital improvement, renovations and upgrade projects
- Establishes a disaster preparedness plan for the UDeCOTT properties and liaise with senior management for its successful implementation
- Prepares all requisite reports associated with the operations of the facility management department for senior management in UDeCOTT
- Manages the relationships with all internal and external stakeholders with respect to facility management issues, including the resolution of any conflicts that may arise
- Conducts, chairs and ensures that comprehensive minutes of all meetings with internal and external stakeholders are prepared and circulated

Strategic Initiatives

- Operates as a critical member of the executive team in UDeCOTT's strategic planning initiatives.
- Ensures the development of the strategic objectives and standards for the optimal functioning of facilities, buildings, its users and contents
- Ensures the implementation and evaluation of approved strategies for the efficient operations of the Corporation's owned and managed facilities.

HSSE Management

- Ensures adherence to the Corporation's standards relative to health, safety, security and the environment (HSSE)
- Works closely with the Corporate Support Division to ensure adherence to safety, environmental and emergency evacuation procedures and programmes in accordance with legislative codes and standards

Client/Customer Relationship

- Responsible for implementing a client/customer feedback system
- Generates timely reports on the client/feedback system and submits to the Deputy CEO for information and any further action
- Endures that any subsequent investigations into client/customer complaints are conducted in a timely manner with final reports being submitted to the Deputy CEO as required.
- Ensures that all corrective action as detailed in final reports are executed in a timely manner

Cost Management

- Ensures that billings/collections are done in a timely manner to promote the financial well-being of the Corporation
- Conducts continuous review of divisional operations for optimal efficiency and value for money
- Generates and presents reports inclusive of recommendations every month- or as directed - to the CEO/Board of Directors.

Vendor/Contractor Management

- Ensures compliance with the Corporation's approved policy and procedures relevant to the procurement process.
- Conducts quarterly reviews and evaluates reports on vendor performance and submits recommendations as applicable to the Deputy CEO
- Establishes a Vendor/Contractor Management feedback system and prepares quarterly reports to the Deputy CEO/CEO/Board of Directors.
- Performs any other duties related to the job function as may be directed by the Deputy CEO.

Dimensions and Scope of Role

- Works in accordance with State Regulations and Procedures
- Operates within the approved Policies and Procedures of the Corporation
- Responsibility for the Division's Budget
- Responsibility for the Division's overall performance
- Decision making in keeping with parameters of authority

Key Behavioral Competencies

Relationship Building: Excellent ability to manage key relationships and respond promptly to internal and external needs.

People Development: Has the ability to create an environment that enables action on the part of employees towards the fulfillment of organizational and individual goals. Is able to assess strengths and weaknesses and provide feedback that would enhance performance.

Strategic Perspective: Is proficient in the use of strategic planning, monitoring and control techniques. Has an understanding of issues and competitive markets and challenges. Ability to guide, develop, implement and monitor plans based on the organization's intended results.

Governance/ Compliance: Demonstrates and behaves in accordance with the principles of transparency and accountability following the rule of law, state and organizational policies and procedures.

Integrity: Displays honesty, and credibility in relationships and work situations, consistent with the Corporation's values and principles e.g. walks the talk, sets good example, ethical conduct.

Risk Management: Has a sound knowledge of risk management principles and framework with a proactive approach to ensure compliance with national and Corporation guidelines to mitigate risk

Customer Service: Ability to influence employees to use 'gold' standards in providing continuous service to our clients. Has a sense of urgency in addressing customer issues or seeks information about the real underlying needs of the customer, beyond those expressed initially.

Leadership: Ability to convince, influence, motivate and enable others to contribute to the efficiency and success of the of the overall business strategy, culture and core values of the Corporation

Change Agent: Manage the transformation process, using innovation and creativity as the catalyst for 'mind-set' change and changes in attitude and standards of behavior for the optimal benefit of our communities

SIGNATURES:	
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EMPLOYEE	DEPUTY CHIEF EXECUTIVE OFFICER
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DATE	DATE